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**TO:** Linda Zerwin, ETSB Executive Director  
**FROM:** Andy Saucedo, Motorola System Manager  
**DATE:** March 1, 2024  
**SUBJECT:** STARCOM 21 DEDIRS Monthly Report

**Projects:**

**DEDIR System Radio Replacement**

- APXNext Police: Original order deployed with ADP encryption and testing is being conducted on the OHSEM talkgroup. ADP to AES encryption plan pending.
- APXNext New Hire Police: Change order complete and radios received. Open orders to be filled including cache radios and DU-COMM.
- APX8500: Reports of Starcom to VHF radio reception issues. It may be due to vehicle antenna placement or radio receiver sensitivity settings. Field test conducted at Westmont 2/13/24. All findings were provided to Motorola engineering. Last case status update 2/26/24, Engineering is still reviewing data and tests.
- APXNext XN Fire: Fire Focus presented XN issues to NFPA for TIA process. Fire radio configuration templates need IGA finalization with outside agency. Motorola Product Group has sent updates to ETSB regarding the repeat notification and firmware release to allow configurable Hazard Zone.
- APXNext XE Fire: Demo radios have been programmed and provided to Fire Focus members for field testing.

**Service Tickets**

**Feburary**

Category	Year to Date		Past Month					
			Totals		Categories of Tickets			
	Opened	Closed	Total	Closed	Consumable replaced	Alias or Configuration	Sent to Depot	Other
APX 7000	20	18	8	8	8	0	0	0
APX Next (police)	18	12	12	14	5	5	0	2
APX NextXN (fire)								
APX 8500 (mobiles)	11	11	4	4	4	0	0	0
APX4000	3	3	2	2	2	0	0	0
Other models	1	1	0	0	0	0	0	1
<b>Total</b>	<b>53</b>	<b>45</b>	<b>26</b>	<b>28</b>	<b>20</b>	<b>5</b>	<b>0</b>	<b>3</b>



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**Programming – Projects**

Code plug updates:

2/27/24 Warrenville PD APX 8500 firmware updated to R30.04 to address a control head power on/off issue. Also additional zone and channel were added to the VHF capable dual head, Zone WRP VHF PW Channel WARN PW Frequency 154.00250.

Codeplug Creation:

There were none at this time.

Consolidations:

There were none at this time.

Radio Alignment:

There were none at this time.

**STARCOM21**

Scheduled Maintenance:

System Patches:

- Notification of planned maintenance to be performed affecting the STARCOM21 system CRQ000000277393 - Starcom Wave - Update Windows security certificate - 2/1/24  
Notification of planned maintenance to be performed affecting the Starcom system on Thursday the 1st, beginning at 10:30 am and lasting approximately 15 minutes.  
Work performed: Wave system security certificate implementation.  
Work completed by: Motorola NOC  
Impact: All Wave users on the system
- The Starcom21 System with help from the Upgrade Operations team will be upgraded to the 2022.1 release beginning Tuesday, January 16th. This effort will last two weeks until Friday, January 26th for central and southern Illinois. And it will resume again from 2/13 until 2/23 Northern Illinois.
- Tuesday, 2/13/24  
1:00 PM- Site Trunking Event- Please be aware this will be around a 5-minute event  
Red X's on Consoles for 5 Minutes as well
- Wednesday, 2/14/24  
10:00 am- Site Trunking Event (~5 Minute Event)  
Red X's on Consoles for 5 Minutes as well  
4:30 pm - Site Trunking Event (~5 Minute Event)  
Red X's on Consoles for 5 Minutes as well
- Thursday, 2/15/24  
12:00pm- Site Trunking Event (~5 Minute Event)  
Red X's on Consoles for 5 Minutes as well  
Conventional Resources will be unavailable during CCGW Reboots



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- IL\_STARCOM Monthly Application of Windows Motopatch 2024.01 – Patching 2/14/24  
Monthly MOTOPATCH for Windows process was performed on applicable clients in your ASTRO System.
- IL Starcom System ID: 0140 ASTRO: 2020.1 - 2024.Q1 March Core Patching for Zone(s) 1 2 3 5. Remote Security Update Services (RSUS) team is scheduled to apply applicable security patches to the following ASTRO System: IL Starcom System ID: 0140. The patching activity was planned for the following date(s) and start times: 3/13/2024 9:00 AM CST and 3/14/2024 8:30 AM CST. The RSUS team will be applying important security patches to the identified ASTRO system.

Command Central Patches:

There were none at this time.

SmartConnect Patches:

- [Scheduled Maintenance] SmartConnect (Australia, Canada, United States)  
The scheduled maintenance has been completed.  
Start: 15/Feb/2024 @ 3:30 AM CST (UTC -6)  
End: 15/Feb/2024 @ 9:30 PM CST (UTC -6)
- [ Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 19/Feb/2024 @ 9:00 PM CST (GMT -6)  
End: 20/Feb/2024 @ 7:00 AM CST (GMT -6)
- [ Scheduled Maintenance] SmartConnect (United States)  
The scheduled maintenance has been completed.  
Start: 20/Feb/2024 @ 9:00 PM CST (GMT -6)  
End: 21/Feb/2024 @ 7:00 AM CST (GMT -6)
- [ Scheduled Maintenance] SmartConnect (Canada, United States)  
The scheduled maintenance has been completed.  
Start: 22/Feb/2024 @ 3:30 AM CST (UTC -6)  
End: 22/Feb/2024 @ 9:30 AM CST (UTC -6)
- [ Scheduled Maintenance] SmartConnect (Canada, United States)  
The scheduled maintenance has been completed.  
Start: 28/Feb/2024 @ 3:30 AM CST (UTC -6)  
End: 28/Feb/2024 @ 9:30 AM CST (UTC -6)

Radio Central Patches:

There were none at this time.

Unscheduled System Outages:

There were none at this time.



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**Releases:**

APX NEXT Firmware APX NEXT R05.05.00 CPS R32.00.00 was released 2/15/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

APX Portables and Mobiles (APX 4000 and APX 8500) Firmware R32.03.00 CPS R32.00.00 was released 1/17/24. It included new products and features. Defect repairs included. Firmware is a maintenance and repair release. A project plan is being developed to push out the update.

Motorola will do a large scale cumulative release in April. The System Manager recommends pushing out the smaller releases with the large-scale cumulative release once the firmware becomes available for a more efficient process. The System Manager will develop a project plan for the users. This will be the second firmware update since the overall deployment of the APX NEXT radios.

**Meetings:**

February PAC meeting 2/5/24

**Training**

There was none at this time.



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Grade of service report:

January 2024 Starcom21 GoS Report

Hour	GoS	Utilization	Erlangs	Excess Erlangs	Days of Data	Total PTTs	Total Talk Time (sec)	Average Talk Time (sec)	Total Busy	Total Busy Time (sec)	Average Busy Time (sec)
0:00:00	0.00	21.03	3.58	6.82	31.00	2562.97	12872.23	5.02	0.00	0.00	0.00
1:00:00	0.00	18.51	3.15	7.25	31.00	2270.29	11329.97	4.99	0.00	0.00	0.00
2:00:00	0.00	16.22	2.76	7.64	31.00	1942.58	9925.81	5.11	0.00	0.00	0.00
3:00:00	0.00	14.51	2.47	7.93	31.00	1718.00	8880.52	5.17	0.00	0.00	0.00
4:00:00	0.00	15.69	2.67	7.73	31.00	1861.55	9602.23	5.16	0.00	0.00	0.00
5:00:00	0.00	16.05	2.73	7.67	31.00	1870.16	9825.19	5.25	0.00	0.00	0.00
6:00:00	0.00	17.33	2.95	7.45	31.00	2144.74	10605.19	4.94	0.00	0.00	0.00
7:00:00	0.72	26.06	4.43	5.97	31.00	3211.84	15951.45	4.97	23.13	123.19	5.33
8:00:00	0.84	31.42	5.34	5.06	31.00	3818.90	19226.06	5.03	32.19	172.39	5.35
9:00:00	0.00	32.58	5.54	4.86	31.00	4010.48	19936.35	4.97	0.10	2.26	23.33
10:00:00	0.00	32.68	5.56	4.84	31.00	4026.55	20000.74	4.97	0.03	0.13	4.00
11:00:00	0.00	30.65	5.21	5.19	31.00	3759.29	18758.87	4.99	0.03	1.32	41.00
12:00:00	0.00	31.76	5.40	5.00	31.00	3909.06	19437.06	4.97	0.19	1.29	6.67
13:00:00	0.00	32.69	5.56	4.84	31.00	4007.58	20004.97	4.99	0.03	7.13	221.00
14:00:00	0.00	32.73	5.56	4.84	31.00	4076.68	20032.74	4.91	0.19	4.06	21.00
15:00:00	0.06	34.57	5.88	4.52	31.00	4339.42	21155.00	4.88	2.39	27.10	11.35
16:00:00	0.02	33.53	5.70	4.70	31.00	4186.23	20519.10	4.90	0.97	12.19	12.60
17:00:00	0.00	32.07	5.45	4.95	31.00	3996.06	19624.19	4.91	0.03	0.10	3.00
18:00:00	0.00	29.00	4.93	5.47	31.00	3594.84	17747.35	4.94	0.00	0.00	0.00
19:00:00	0.00	27.37	4.65	5.75	31.00	3464.29	16749.84	4.83	0.00	0.00	0.00
20:00:00	0.00	27.24	4.63	5.77	31.00	3452.00	16670.23	4.83	0.16	0.48	3.00
21:00:00	0.00	26.01	4.42	5.98	31.00	3275.68	15916.39	4.86	0.00	0.00	0.00
22:00:00	0.00	24.88	4.23	6.17	31.00	3151.19	15227.29	4.83	0.00	0.00	0.00
23:00:00	0.00	22.63	3.85	6.55	31.00	2847.97	13851.29	4.86	0.00	0.00	0.00

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**DEDIRS Usage Report:**

Talk Groups	Push To Talk Counts
DU ACDC 2	35938
DU 3EAST	31259
DU ACDC 3	30003
DU 1EAST	27162
DU 3 SOUTH	22799
DU 3WEST	23145
DU DPSO JAIL	28275
DU 1SOUTH	21296
DU 1NORTH	21474
DU DPSO F1	20855
DU 7 SOUTH	18240
DU 1WEST	18094
DU 7WEST	16182
DU SHERIFF COURT	17266
DU ACDC 1	11485
DU FIRE NORTH	9368
DU FIRE SOUTH	8024
DU FIRE EAST	6848
DU FD ACDC2	5318
DU DUCOMM STWD	2401
DU FD ACDC1	4976
DU STWDTAC1	2674
DU FIRE WEST	3664
<b>Grand Total</b>	<b>477401</b>



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